

**TENNESSEE DEPARTMENT OF REVENUE**  
**SPECIFICATIONS FOR FUJITSU SCANNER MAINTENANCE**

**SCOPE:**

The purpose of this five (5) year contract request is to provide maintenance and repair services to six (6) Fujitsu fi-5950 color scanners located at the Tennessee Department of Revenue (TDOR) offices at 500 Deaderick St. Nashville, TN 37242.

**A. Maintenance/Repair Services:**

1. The contractor will be required to provide on-site maintenance consisting of monthly cleaning and adjustment and replacement of parts as indicated by contractor certified trained technicians.
2. The contractor will provide preventive maintenance inspections three (3) times per year and will provide a written report of findings and actions taken to designated TDOR personnel at no additional charge. The contractor will coordinate the scheduling of all inspections with designated TDOR personnel.
3. All necessary labor and parts required to perform the services, adjustments, and inspection functions herein specified will be included in the base bid price.
4. Replacement parts will be of like or current design. Like, regarding exchange parts, will be defined as parts that are of no less value in form, fit, and function as original parts. Replacement of parts may be new or refurbished, equivalent to new warranties and performance of refurbished parts are to be the same as new parts.
5. Replacement parts will not include consumable supply items such as printer ribbons, magnetic tapes, and cartridges.
6. The contractor will furnish certified trained technicians trained on the equipment listed for this solicitation. At TDOR's request, the contractor may be required to furnish evidence of such training. TDOR will be given a copy of the factory standards when requested.
7. The contractor will perform unlimited service calls between inspections at no additional charge during regular business hours, which are from 8:00 a.m. through 4:30 p.m. CST, Monday through Friday, excluding legal holidays observed by the State of Tennessee. The contractor will coordinate with the designated TDOR personnel to schedule all maintenance and repairs.
8. The contractor will respond to all requests for service within (2) working hours after TDOR issues a request. The contractor will notify designated TDOR personnel and provide an estimated time of arrival if service is requested.
9. TDOR will not pay the contractor for travel expenses incurred.

10. Equipment listed is located at location below:

Andrew Jackson Building  
500 Deaderick Street, 7th floor  
Nashville, TN 37242

11. Invoices are to be submitted monthly. Original invoices are to be directed to:

Tennessee Department of Revenue  
ATTN: Processing  
Andrew Jackson State Office Bldg. 500  
Deaderick Street, 7<sup>th</sup> Floor  
Nashville, TN 37243

